Sherry Scott -Denver, CO
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Portfolio Website

Technical Writer | Program Analyst

Professional Summary

Detail-oriented **Technical Writer** with 15+ years of experience creating user manuals, online help guides, SOPs, and knowledge-based articles. Skilled in translating complex technical concepts into clear, concise, and user-friendly content. Proven ability to enhance documentation workflows, improve accessibility, and drive operational efficiency. Proficient in **Confluence, Salesforce, Git, Madcap Flare, Markdown**, and other content management tools. Seeking a **remote opportunity** to leverage technical writing expertise in a dynamic organization.

Skills & Tools

Technical Writing & Documentation

- Knowledge Base Articles, User Guides, Process Guides, SOPs
- Content Structuring & Information Architecture
- Editing & Proofreading for Clarity & Consistency

Content Management & Collaboration Tools

- **CMS:** Confluence, GitHub/Wiki, Salesforce, Madcap Flare, SharePoint
- **Version Control:** Git, Markdown, XML, HTML
- **Collaboration:** JIRA, Smartsheet, Teams

Methodologies & Workflow

- Agile & Scrum (Rally, Digital Agility, Smartsheet)
- Process Improvement & Standardization
- Stakeholder Engagement & SME Collaboration

Key Achievements

- **Standardized documentation formats** at Starbucks, improving consistency and accessibility for partners and stakeholders.
- **Created 700+ Salesforce knowledge articles** at FedEx, enhancing searchability and user experience.
- **Led a successful SharePoint-to-Salesforce migration** at Empower, managing over 1,400 documents.
- **Developed Confluence workspaces** at the State of Colorado, streamlining document organization and retrieval.
- **Boosted self-service performance by 60%** at Bullhorn through optimized knowledge base articles.
- **Created a Wiki page as a collaborative resource,** improving team efficiency.

Professional Experience

Starbucks (Consultant-Airetel)

Senior Technical Writer | September 2024 – February 2025

- Standardized documentation formats, improving consistency and accessibility for partners and stakeholders.
- Documented key financial operational processes, ensuring clarity and compliance.
- Identified and addressed knowledge gaps to enhance workflow efficiency.
- Managed document updates using **Agile Planner and SharePoint** for improved collaboration.

Sedgwick (Consultant-Motion)

Technical Writer | December 2023 – January 2025

- Maintained a centralized knowledge repository, ensuring up-to-date reference materials.
- Partnered with SMEs to create clear, actionable operational procedures and training resources.
- Conducted research through SME interviews, product training, and live demonstrations.
- Analyze and refine documents, ensuring consistency and readability across technical documents.

Optum (Consultant-Apex)

Senior Architecture Analyst / Technical Writer | January 2022 – December 2023

- Led documentation efforts for various products, services, and systems within the healthcare systems serving 1,600+ internal users.
- Established a consistent style guide, improving document readability and usability.
- Utilized **GitHub and Wiki** for version control, ensuring documentation accuracy.

FedEx (Consultant-TEKsystems)

Senior Technical Writer / Program Analyst | January 2020 – January 2022

- Created and migrated **700+ Salesforce knowledge articles**, improving customer support efficiency.
- Led a **Salesforce migration project**, achieving 100% of milestones within the timeline.
- Used Agile methodologies to manage documentation projects and stakeholder expectations.

State of Colorado – Office of Information Technology (Consultant-Apex)

Lead Technical Writer | October 2019 – January 2020

- Developed and maintained operational documentation, SOPs, and data flow diagrams.
- Built and organized **Confluence workspaces**, improving documentation retrieval.
- Ensured compliance with organizational audit standards.

Empower (Consultant-Ascent)

Systems Analyst / Technical Writer | December 2018 – October 2019

- Led **SharePoint-to-Salesforce migration**, managing 1,400+ documents.
- Created project plans and presented status updates to business stakeholders.
- Standardized content across systems for better data consistency.

Additional Roles

- **Bullhorn – Corporate (Consultant)** | Technical Writer Salesforce (2018)
- **Level 3 Communications (CenturyLink) (Consultant)** | Lead Technical Writer / Systems Analyst (2017 – 2018)
- **BBG, Inc. (Consultant)** | Lead Technical Writer (2016 – 2017)
- **Time Warner Cable / Charter – Corporate (Consultant)** | Training Analyst / Lead Trainer (2015 – 2016)

Education & Certifications

- **Technical Writing & eLearning Certifications** | Community College of Aurora, CO
- **Salesforce Database Administration Certification** (In Progress)